

Oracle® Intelligent Communications Orchestration Network

What's New



Release 26.1.0.0.0
G42883-03



Oracle Intelligent Communications Orchestration Network What's New, Release 26.1.0.0.0

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Revision History

The following table shows the dates and descriptions of revisions to versions of the What's New.

The following table is a list of versions and changes to the What's New.

Date	Revision
25.1.0 October 2025	Initial Release
25.1.7 January 2026	Describes the following new features: <ul style="list-style-type: none"> • Connectivity to the Amazon Lex Voice Assistant • Connectivity to the IBM watsonx Voice Bot • Connectivity to the Zoom Phone Service • SIP Trunk Usage and Statistics Adds the Known Issues section.
26.1.0 March 2026	Describes the following new feature: <ul style="list-style-type: none"> • Support for the Oracle Digital Assistant voice bot. See the "Voice Gateways" chapter.

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Supported Browsers

Oracle recommends that you use the latest versions of the following browsers for the best user experience with the Oracle® Intelligent Communications Orchestration Network cloud service.

- Google Chrome
- Mozilla Firefox

 **Note**

Oracle® Intelligent Communications Orchestration Network cloud service does not support Apple Safari and Microsoft Edge.

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What's New

The following information describes new features and enhancements included in the latest release of the Oracle® Intelligent Communications Orchestration Network cloud service.

You can find detailed information about the new features in the Oracle® Intelligent Communications Orchestration Network cloud service User Guide by searching for the topic titles named below.

New Features Topics	Descriptions
Oracle Digital Assistant (ODA) Voice Bot	<p>The ODA voice bot provides a complete Artificial Intelligence (AI) platform to create conversational experiences for business applications through text, chat, and voice interfaces.</p> <p>The ODA voice bot integrates with Oracle Cloud Infrastructure (OCI) speech services such as Speech-to-Text (speech recognition) and Text-to-Speech (speech synthesis). ODA relies on a defined set of languages for Natural Language Processing (NLP), aligned with a subset of ISO 639 language codes. See Using Oracle Digital Assistant.</p> <p>See "Connect to the Oracle Digital Assistant Voice Bot" in the <i>User Guide</i>.</p>

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Known Issues

Known Issues contain descriptions of the issues and workarounds, when available. Check this document periodically to stay informed of updates and other new information.

The following Known Issues exist in this release.

Table 3-1 Services

Known Issue	Impact Statement and Workaround
Unique Username Required for Authentication with SIP Termination	<p>Impact Statement—When adding a Service and selecting Authentication as the SIP Termination Method, the UI displays an additional configuration form. The form requires you to enter a username and password.</p> <p>If you enter a username that already exists in Oracle Intelligent Communications Orchestration Network, the Service automatically transitions to the inactive state.</p> <p>Workaround—To ensure successful activation, you must provide a unique username that does not conflict with existing entries in the Oracle Intelligent Communications Orchestration Network.</p>
Carrier Service Classless Inter-Domain Routing (CIDR) Requirement	<p>Impact Statement—Services become inactive with improperly formatted Classless Inter-Domain Routing (CIDR) entries in the Access Control List. When you add an IP address in the ACL field while adding the Service, you must define the CIDR using the first IP address of the network. If you use any other IP within the sub net as the base for CIDR, Oracle Intelligent Communications Orchestration Network returns an error.</p> <p>Workaround—Format the CIDR with an IP address followed by the number of network address prefix bits after the slash. For example: 192.168.1.0/32.</p> <ul style="list-style-type: none">• Provide the IP address in CIDR format.• Begin the CIDR with the network's first address.• Only use a CIDR with four octets.• Example: Use <p style="text-align: center;">192.168.12.0/24</p> <p style="text-align: center;">instead of</p> <p style="text-align: center;">192.168.12.1/24</p>
Voice Bot Goes to Paused State After Adding Number Blocks	<p>When you add a number block to an existing Voice Bot, the Voice Bot may intermittently transition to the Paused state with no apparent way to resume the Active state. Sometimes, the Voice Bot remains paused indefinitely. Until the Voice Bot becomes active again, avoid adding any more number blocks.</p> <p>Workaround—Raise a Service Request when a Voice Bot remains in the Paused state.</p>

Table 3-1 (Cont.) Services

Known Issue	Impact Statement and Workaround
Unsuccessful Zoom Calls	<p>Attempting to establish Zoom calls secured with Secure Real-Time Transport Protocol (SRTP), results in unsuccessful calls. The carrier sends SIP SDP with RTP-SAVP (SRTP), but Oracle® Intelligent Communications Orchestration Network cloud service responds with SDP containing RTP-AVP (unencrypted RTP). The mismatch in media encryption negotiation prevents successful SRTP call setup.</p> <p>Workaround—None.</p>

Table 3-2 Numbers

Known Issue	Impact Statement and Workaround
Number Block Size Defaults to 1	<p>Impact Statement—When configuring the Block Size for Mobile, the field defaults to 1 when you click Save, no matter which block size you selected.</p> <p>Workaround—None.</p>
The Hosting Carrier You Want is Not Listed in the Drop-Down List	<p>Impact Statement—In the Adding Numbers procedure, the Hosting Carrier you want might not be listed in the Hosting Carrier drop-down list.</p> <p>Workaround—If the Hosting Carrier you want is not listed, contact Oracle Support about adding the carrier.</p>
Cannot Add the Same Number to Another Country Code	<p>Impact Statement—The system does not allow you to add the same number block to a different dial code. For example, suppose you previously added +1 98222992276. You try to add +61 9822992276. The system does not allow you to add the +61 entry because it specifies the same number as the +1 entry. The same behavior occurs when uploading numbers by way of the .csv file.</p> <p>Workaround—None.</p>
Service Remains in "Processing" State	<p>Impact Statement—After removing a number block, the service remains in "Processing" even though the block is successfully removed. Customers should open a Service Request (SR) if this occurs, to change the service status to "Active".</p> <p>Workaround—None.</p>
Inventory Option Not Available	<p>Impact Statement—</p> <p>The Inventory option is not available when moving a number block from non-inventory site.</p> <p>Workaround—You can create a site to act as inventory, where you can store all the numbers not in use.</p>

Table 3-2 (Cont.) Numbers

Known Issue	Impact Statement and Workaround
Cannot Perform Number Block Operations	<p>Impact Statement—After removing a number block from a Service, no further number block operations can be performed on existing blocks.</p> <p>Options such as Pause, Split, Merge, and Remove from Service are disabled under More Actions, leaving only Move to Service enabled.</p> <p>Workaround—None.</p>

Table 3-3 Sites

Known Issue	Impact Statement and Workaround
The Country You Want is Not Listed in the Accounts Configuration Drop-Down List	<p>Impact Statement—In the Add Sites procedure, the drop-down list for Country might not include the country you want.</p> <p>Workaround—If the country you want is not listed, contact Oracle Support about adding the country.</p>
Incorrect Address Parsing for Non-English Addresses	<p>Impact Statement— The required Street Type field does not recognize non-English street types.</p> <p>Workaround—Enter the closest English approximation. The Street Type does not affect the map location.</p>

Table 3-4 Accounts

Known Issue	Impact Statement and Workaround
Customer ID is Not Displayed in the Edit Account Details Drawer	<p>Impact Statement—The Edit Account Details drawer displays Managed Service Partner's account ID, rather than the Enterprise's ID.</p> <p>Workaround—On the Dashboard landing page, customer account details including customer id is visible, hence customer id information can be sourced from here.</p>
The Country You Want is Not Listed in the Accounts Configuration Drop-Down List	<p>Impact Statement—In the Add Accounts procedure, the drop-down list for Country might not include the country you want.</p> <p>Workaround—If the country you want is not listed, contact Oracle Support about adding the country.</p>
Incorrect Address Parsing for Non-English Addresses	<p>Impact Statement— The required Street Type field does not recognize non-English street types.</p> <p>Workaround—Enter the closest English approximation. The Street Type does not affect the map location.</p>

Table 3-5 User Interface

Known Issue	Impact Statement and Workaround
Sluggish UI Response	Impact Statement—Some behaviors such as initially loading the landing page, displaying View Configuration, and reloading the landing page upon return may take longer than expected for large configurations. Workaround—None.